

## Milestone's Device Management Services

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### Data Center Services

#### Smart Hands Support

##### Data Center Implementation

- Implementation of new / existing equipment (servers, switches, PDU's, etc.)
- Internal horizontal and vertical cable management
- Complex and complete, end to end network cable deployments
- Containment system design
- Day to day on-site support

##### Data Center Migration

- Migration of new / existing equipment
- Patching matrix sheets for point to point connectivity
- Rack elevation drawings for both existing and new deployments
- Infrastructure improvements for cosmetics, functionality, and safety

##### Data Center Decommission

- Decommission of existing equipment
- Removal of legacy patch cords / fiber patch
- Waste management / certificate of destruction



### IT Office Services

#### Installs, Moves, Adds, and Changes (IMAC)

##### IT Deployment

- Procurement, inventory, and asset management for all existing or new equipment
- Unpacking device, installation, and connecting cables including hardware functionality testing
- Configuration of IT assets prior to distribution, including imaging and upgrades for both hardware and software
- Installation services for access points, labs, conference rooms, and offices
- End-user support through on-boarding and training

##### IT Relocation

- Internal shuffles & cross-site moves
- Detailed project plan for procurement, communications, and transition
- Staging services for removing, configuring, tracking, and packaging equipment
- Cloud-based monitoring dashboards
- Post-move auditing and end-user support

##### IT Decommission

- Data erasure and physical removal of equipment from office space
- Environmentally friendly recycling services